

Quality Assurance (QA) & Issue Resolution Guide

Quality Assurance (QA) and issue resolution processes are critical to maintaining the accuracy, completeness, and reliability of governed data. QA ensures that data meets established standards, while issue resolution provides a structured method for identifying, documenting, and correcting problems.

Core QA Activities

- 1. Data Validation** – Routine checks for missing, inconsistent, or invalid values.
- 2. Profiling and Monitoring** – Ongoing tracking of data quality metrics and thresholds.
- 3. Audit and Review** – Periodic evaluation of adherence to data standards and governance policies.

Issue Resolution Lifecycle

- 1. Issue Identification** – Detect a problem through QA checks or user reports.
- 2. Documentation** – Record the issue in a tracking system with details on source, scope, and impact.
- 3. Root Cause Analysis** – Investigate underlying reasons (e.g., process gaps, system errors).
- 4. Correction and Verification** – Apply fixes and confirm resolution through validation.
- 5. Closure and Review** – Close the issue once confirmed resolved, and capture lessons learned.

Governance Integration

Data stewards coordinate QA efforts, data owners review high-impact issues, and IT administrators provide tools for monitoring and validation. Together, they ensure that issues are managed transparently, and that data quality improves over time.

Best Practices

- Maintain a centralized issue log with assigned owners and status tracking.
- Use automated alerts for recurring quality problems.
- Incorporate QA findings into training and process improvements.
- Report quality trends to governance committees regularly.